ACTION PLAN 1

S Specific M Measurable A Achievable R Relevant T Time bound

What is your goal? What do you want to achieve? From what metric? To what metric? By what date?

The goal is to reduce average CIT time by 2 days. The current time is 7 days average to fund and I want to reduce it to 5 days average. This is measured by the date a deal is closed, time to booker, time to the Bank and time funded from the Bank. Tracked by CDK currently by the controller, from closing date of the deal to funding by the Bank. We need to reduce the average in 5 weeks, starting next Monday with an opening meeting. Creating a new excel log for the data to be put in so we can track this new plan in our daily meetings. We will achieve

BOTTOM LINE: Benefits of Achieving Your Goal

Funding faster will allow funds to be freed up to use to purchase new hardwear and softwear to set up edoc's and esigning. Allowing for faster F&I turn time to be able to turn more deals in less time will give everyone the ability to earn more income. Faster turn around time for the customers for better SSI to reclaim and retain buisness. Be more competitive from our cometition. Less reliant on the Bank for used inventory floor planning and interst. Free cash for used car department to increase inventory to meet the golas and action plan from Corporate to buy 1-2 more

Consequences of Not Achieving Your Goal

We may fall behind other stores in the Company and may cause a review of processes. Holding up funds to be realocated to income, hadrwear softwear and the used car department. This may slow the Company growth by not meeting our goals. This may also keep us at a disadvantage over our comptition. Slow turn time for customers in F&I.

When will you start?

The first meeting to get started will be next Monday.

How will you gauge your progress? When? Using which metrics?

Taking a look at the first week date and time deals are booked. Keeping track of the time and date the Bank receives the deal and the same with when the Bank funds the deal. CDK can help with progress reporting on a daily and weekly schedule. The first week is time to establish the current progress and form a tracking excel live/log for our daily meetings. This will be our data dumping log that will calculate the average times of all the data input. This will be monitored daily and weekily for progress through CDK and Route 1 to input data to the daily logs for each deal tracking. This will begin after the first meeting to formulate the excel platform and establish the F&I director and our account MGR as the keepers of the data imput. The F&I director will imput the deals, funding & reserve amounts, dates of contracting, closing

NADA ACADEMY

What specific actions will you take to achieve your goal? Who can help you?

This is time to impliment edoc and esign with our OEM and outside lenders through Route 1. We need to set up the Ipads and F&I to esign and our booking office to edoc. These features already exist in our Darwin menue, Route 1 and CDK. The first week will also be time to contact the reps for those programs to get us live with these actions. This will be a reach out and contact in the first week to set up training in the first part of the second week. We will need all of these reps and our Comptroller to get the correct Bank routing and account numbers for the efunding. This will allow us to be on line 100% before the end of week two. Training should only need to be one day with F&I and our booker.
We will need to continue with daily meetings to track our progress through CDK and Rout reports to plug the numbers daily into our in house deal/time excel log.
We will be having a second MGR look at each deal before it goes to the booker for a second look to be sure all doc's, stips, insurance contracts and funds are in the deal.
The log will have the deal numbers, date the vehicle was sold, contracted and paid in full. Then the tracking part will also have deal close date with time to Bank Received and funded to us, funding & reserve amounts. Next this will count the days to fund if there are no unexpected delays.
This is a team effort from the sales to the booker to the account MGR to be involved to help monitor deals, dates and funding to keep the loop tight and watched by all the team.
By week 5 this should be the new norm of culture and be easy to track our new progress to an average of 5 days to fund. The esign and edoc will be the tool to get us the 2 day edge on the new goals initally and in line with the corporate direction for the entire company. This will also keep us ahead of our sister stores which I want to stay ahead of and our comptition!

Potential Challenges?

Softwear updates to our current hardwear may caus a small delay. Getting all the parties from CDK, Route 1 and our OEM in the second week to get us turned on and trained. Making sure all doc's and stips are accounted for in all the deals. The time it may take to aquier any unusual stips from customers.
Of course, human resistance to change may be one of the toughest to hold in the new norm until its mussle memory!

Potential Solutions?

Contacting all of these reps early on to establish any hardwear/sofwear needs. Setting a training schedule and emial it to all our internal team and our reps to broadcast our intentions daily and keep everyone on there game. Being sure that second look in the deals gets done when it is busy or not, is very important to avoioding delays. Continue with daily meetings marking progress in our new excel log and watching it track our average turn around. Also most important is keeping a positive energy and keeping everyone excited and showing progress.